

STATE CONTROLLER'S OFFICE
PERSONNEL/PAYROLL SERVICES DIVISION
P. O. BOX 942850
Sacramento, CA 94250-5878

DATE: September 21, 2004

LEAVE ACCOUNTING LETTER #04-021

TO: All Agencies/Campuses in the California Leave Accounting System (CLAS)

FROM: JOHN R. HARRIGAN, Chief
Personnel/Payroll Services DivisionRE: **2004 CLAS CUSTOMER SATISFACTION SURVEY**

This is to inform you that on October 1, 2004, a Personnel/Payroll Services Division 2004 Customer Satisfaction Survey will be electronically distributed to departments/campuses. This survey will focus on how well the CLAS is satisfying your department's/campus' CLAS customer needs in specific areas of Program Performance, Professionalism, Communication, and Training.

The last CLAS Customer Satisfaction Survey was conducted in October 2002. This year's survey contains the same questions used in 2002 to provide for a comparison between both surveys. Also, this survey will allow customers to rank their top three proposed CLAS enhancements. As a result of your 2002 comments/suggestions, CLAS enhancements made include:

- Implementation of a tri-semester CLAS training 'Needs Assessment' process
- Improved Leave Activity Balance report viewing capabilities
- On-line access (i.e., ViewDirect, CIRS) of the Compensating Time Off Aging Report
- Improved flexibility when transferring between Annual Leave and Vacation/Sick Leave
- Automated posting of 'Hours Worked 1st Half' state service transactions for civil service Roll Code 4 employees

This year's survey will be sent electronically to civil service Transactions Supervisors and California State University Payroll Managers. By completing the survey and providing your department's/campus' comments and suggestions, you will help guide us to those areas where we can enhance our customer service level.

We are requesting that the surveys be completed no later than October 15, 2004.

Your time and effort in completing this survey will be greatly appreciated. Please remember that our focus is on you, our customer, and your response is extremely valuable to us. If you have any questions, please contact the CLAS Liaison at (916) 327-0756 or via e-mail at ppsdclas@sco.ca.gov.

JRH:DK:CLAS